

ANJILA KATTEL

ABU DHABI, UAE +971567617893 angelakattel3@gmail.com

PROFESSIONAL SUMMARY

Friendly Customer Service officer ready to resolve any problem. Talented and skilled at completing daily assignments and contributing to team success. Always willing to take on any task. Adapts quickly to new needs and policies.

SKILLS

- Customer Service
- Strong Communication
- Attention to Detail
- Cross selling and Upselling
- Problem Solving
- Microsoft Excel
- Complaint Handling
- Telephone Etiquette
- Banking operation knowledge

EXPERIENCE

Customer Service Officer June 2022 - September 2023

AL Fardan Exchange LLC | Abudhabi, UAE

- Initiated 5 customer per day strategies for cross selling and upselling products and services.
- Developed relationships with 50+ high-value clients, leading to 25% increase in branch revenue per month.
- Ensured compliance with company policies and applicable regulations of UAE Banking and Financial Institution law during payment processing.
- Completed incoming and outgoing remittance payments accurately and efficiently by 100%.
- Collaborated with team members to resolve issues and improve efficiency in transaction process which increased branch rating of 5 star.
- Accelerated best performance by 100% achievement on remittance target.

Customer Service Officer

November 2019 - December 2021

Mega Bank Nepal Limited | Biratnagar, Nepal

- Delivered exceptional service with friendly approach to retain, and acquire 20+ customers per day.
- Counseled and educated customers on simple transactions through self-service technologies and entitled to best customer service provider.
- Recognized as a top performer in 100% target achiever of account opening and deposits.
- Accomplished a new regulations which helps to decrease 70% of account opening incomplete forms.
- Completed daily reports on monetary transactions for management review and got 100% error free performer award.

HR Assistant

November 2017 - October 2019

Royal Marble Private Limited | Biratnagar, Nepal

- Organized Training and Development programme for new hiring.
- Conducted interview session to hire new staff as per the job description.
- Handled HRIS for records of employees.
- Provided clerical and administrative support to manager and executives.
- Scheduled roaster, attendance and leaves of employees for 100% smooth operation.

- Processed payroll of employee while keeping 100% accurate records.
- Resolved employee concerns and retained employee by 30%.

EDUCATION

Master in Business Administration (MBA)HR specialist
Purbanchal University School of Management
Duration: 2019 – 2022

Bachelor on Business Administration (BBA)HR specialist
Purbanchal University School Of Management
Duration: 2014 – 2018

INTERNSHIP

- Customer Service Officer at Kankai Bikas Bank Limited, 08/18/2013, 10/24/2013, Damak, Nepal
- HR Assistant at Rastriya Banijya Bank, 01/31/2018, 04/18/2018, Biratnagar, Nepal

PART TIME WORK

Birat Media Pvt. Ltd., Radio jockey, 2016, 2019

CERTIFICATIONS

Telemarketing Course, 09/10/2014

LANGUAGE

English
Upper Intermediate (B2)

Hindi
Proficient (C2)

NEPALI
Proficient (C2)